

City of Lowell
Job Description
Please Post: September 30, 2014
Deadline: October 14, 2014
Water Utility
Water Meter/Billing Administrator

Job Title: Water Meter / Billing Administrator (1300-45, 2072)
Department: Water Utility
Reports To: Distribution Superintendent
Salary: \$19.0978/hour (min) to \$21.5405/hour (max)
Supervises: Water Service Inspectors

SUMMARY

Responsible for the supervision and administration of the water service inspectors, meter readings, quality control, billing disputes, and the meter and billing division.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Reviews and inputs data on meter readings as required.

Under the supervision of the Distribution Superintendent: Coordinates the reading of domestic and industrial water meters and records and maintains reading data; Makes inspection of meters and adjacent water system including pipes and other plumbing fixtures to determine the existence of and cause of variations in the consumption of water; Makes inspections for leaks, faulty registrations, damaged meters, irregular connections, and other irregularities relating to the water service installations; Prepares reports of findings; Responsible for directing, instructing, advising, checking and supervising subordinates as to schedules, methods, standards of performance, rules and regulations, safety precautions and other matters affecting their work.

Verifies accuracy of readings and initiates corrective actions to superiors if deviations are noticed; Schedules and processes final (property transfer) readings as requested. Maintains customer information system data, meter inventory data and prepares reports from respective databases.

Performs related duties as required.

SUPERVISORY RESPONSIBILITIES

Directly supervises three to five employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School diploma. A minimum of two years full time or equivalent part time experience in the inspection, repair and maintenance or installation of water meters on domestic/industrial water systems as a water meter reader. Experience in customer service and/or billing administration is a plus. Knowledge of the principles of operation of water meters; knowledge of mathematics; proper installation and functioning of pipes and other plumbing fixtures which are a part of domestic and industrial water systems; ability to read all types of water meters and meter dials; ability to compute water consumption; ability to check meters to determine faulty registrations, improper installation or leaks; capable of explaining and educating the public on water reading process, water leak detection and billing issues.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to effectively present information and respond to questions from top management, groups of managers, clients, customers and the general public. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Written and verbal proficiency in multiple languages is a plus.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to define problems, collect data, establish facts and draw valid conclusions.

COMPUTER SKILLS

Proficient in the use of MS Office, specifically MS Word, Excel and Outlook. Knowledge of customer information systems, databases, and meter reading software. Knowledge of MS Windows operating system. Experience with MUNIS desired.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License. Good driving history.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an

employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; explosives; and vibration. The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires physical with drug screen, and CORI post offer.

Qualified/interested individuals should send resume and/or application to the Human Relations Office, Room 19 City Hall, Lowell, MA 01852 by 4:00 PM on: Deadline ~ October 14, 2014. Applicants may also send resume and/or application to fax 978-446-7102 or email to cityjobs@lowellma.gov

EOE/AA/504 Employer